


GSA GSA Public Buildings Service

Building Operations



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GSA GSA Public Buildings Service

Providing Excellent Service is Our Primary Goal!

- Commercial Equivalent Building Services and Amenities
 - Industry Benchmarks and Partners
 - BOMA, IFMA, Private Sector Real Estate Companies
- Actively Seek Customer Input
 - Tenant Meetings
 - Customer Satisfaction Survey
 - GSA Ordering Official Survey

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Building Services and Amenities

Standard Services in GSA Owned Properties

- Standard Services
 - Monday – Friday
 - 10 hours per day (+ 1 hour startup)
- Janitorial Services
- Operations and Maintenance
 - Energy Management
 - Elevator / Escalator Maintenance

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Building Services and Amenities

Standard Services in GSA Owned Properties

- Landscape Services
- Parking Lot Maintenance
- Building Repairs and Upgrades
 - Small and Large
 - Indefinite Delivery / Indefinite Quantity (IDIQ) contracts for Tenant Improvement Services

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Ensuring Quality Service

- Contract Services
 - Performance Based Contracts
 - Quality Assurance / Quality Control
 - National Institute for the Severely Handicapped

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Building Services and Amenities

Standard Services in GSA Owned Properties

- Occupant Emergency Plans and Building Security Committees
- Health Program
- Above Standard Utility Services
- Repair Services of Client-Owned Equipment
 - Reimbursable Service

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Building Services and Amenities

Other Services and Programs We Provide

- Concession Services
- Child Care Centers
- Recycling Program
- Art-in-Architecture (Preservation)
- Conference Facilities
- Employee Health Program
- First Impression Program

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First Impressions Program



650 Capitol Mall, John E. Moss Federal Building – Sacramento, WA

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First Impressions Program

- Lobbies
- Elevator Interiors
- Public Restrooms
- Signage




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First Impressions Program

650 Capitol Mall, John E. Moss Federal Building – Sacramento, WA

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First Impressions Program

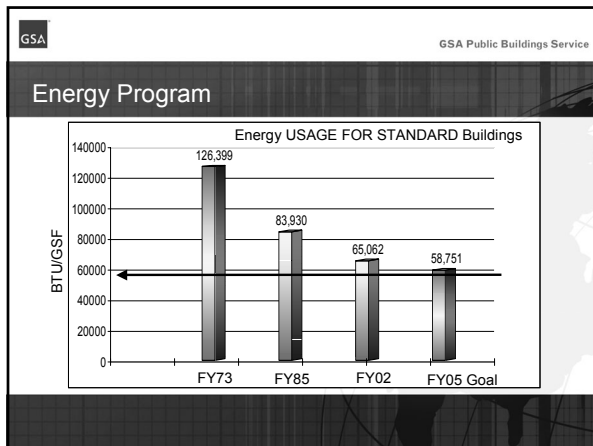



650 Capitol Mall, John E. Moss Federal Building – Sacramento, WA

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Building Services and Amenities


- Program Conservation Goals
 - LEED Certification
 - STAR Certification
 - Building Commissioning
- Projects
- Technology utilized
 - Automated Control Systems
 - Tracking Mechanisms (GemNet, Maxweb)



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Reduce – Recycle – Reuse

- Program Goals
- Sustainable Design
- Recycling
- Green Cleaning
- Green Power



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Customer Service Support Resources

- Local Property Manager or Service Center
- Centralized Service Call Program (800#)

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GSA's Goal

Provide a healthy & environmentally safe work place.

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Safety & Environmental Program

- Environmental Engineering
 - Documented Environmental Assessments
 - Environmental Assessment Site Visits
- Occupational Safety & Health
 - Accident Review & Analysis
 - Occupant Emergency Plan (OEP)

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Safety & Environmental Program

- Fire Prevention: Consultant Services & Training Provided, such as:
 - Provide life-safety building code review
 - Provide recommendations for design of fire alarm and fire sprinkler systems
 - Provide fire protection systems and building code training
 - Comprehensive pre-lease evaluations

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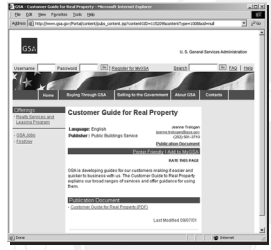
Safety & Environmental Program

- Indoor Air Quality
 - Standards / Regulations
 - Factors affecting IAQ
 - IAQ management and problem resolution

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References

- FMR & CFR – What does this mean to you?
 - Federal Management Regulations
 - Code of Federal Regulations
- Customer Guide
 - (go to GSA.GOV and search for "Customer Guide to Real Property")



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Related Breakout Sessions

- Realty Services
- Reimbursable Work Authorization Workshop

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For More Information

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Questions?

